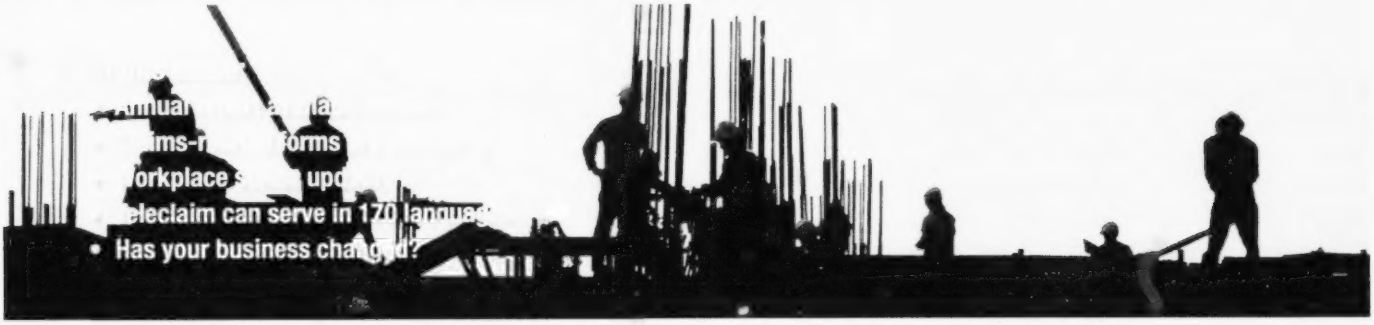
NEWS UPDATE

JUNE 2008

WORKSAFE
WORKING TO MAKE A DIFFERENCE
worksafebc.com



Annual report available online

WorkSafeBC has released its *2007 Annual Report and 2008–2010 Service Plan*. Highlights include:

- The employer premium rate decreased by 12.2 percent, to $1.66 in 2007 from $1.89 in 2006
- A lower provincial injury rate, in spite of strong employment growth
- The establishment of a Capital Adequacy Reserve, to protect the Accident Fund from market fluctuations
- Continued improvement in return-to-work outcomes

To view the annual report, visit **www.worksafebc.com/publications/reports/annual_reports/default.asp**.

Claims-related forms are changing

If one of your employees has a work-related illness or injury, remember to go to **WorkSafeBC.com** promptly to report it. If you don't have Internet access, you can submit this information using the Employer's Report of Injury or Occupational Disease (Form 7) instead.

Other key forms, which initiate a claim, will be revised in the near future, including those to be completed by workers (Form 6), independent operators (Form 6/7), and owners or masters of fishing vessels (Form 7F).

For more information, contact the Claims Call Centre at 604 231-8888, or toll-free at 1 888 967-5377.

Workplace status update

At its March 2008 meeting, the WorkSafeBC Board of Directors revised the effective date of a previously approved policy amendment package, to ensure that WorkSafeBC has adequate resources available to effectively introduce the changes for stakeholders.

Policy changes relating to workplace status in the *Assessment Manual* were approved by the Board of Directors in 2007, with an effective date of January 1, 2009. The Board of Directors has revised the effective date of the workplace status policy changes to January 1, 2010.

TIME SAVER

Quick automated phone service

We've introduced a new phone number to allow you to simply and easily report your payroll and pay your premiums. Simply phone 1 877 FilePay (1 877 345-3729).

To use the service, you'll need:

- The payroll report ID from the top right corner of your Employer's Remittance Form
- Your payroll figures
- Your credit card information, if you want to make a payment.

Most transactions can be completed in two minutes or less.

Note: You can't use this number to access all our automated phone services. To cancel your account or amend your payroll, for instance, you'll need to call 604 244-6181 or toll-free at 1 888 922-2768.

Teleclaim can serve in 170 languages

Injured workers who call WorkSafeBC's Teleclaim contact centre to file claims over the phone can now speak to our representatives in their language of choice through third-party interpretation in over 170 languages.

If a worker who has trouble with English calls Teleclaim and all our internal interpreters are unavailable, we'll connect with an external interpreter, who will join the conversation via conference call within 60 seconds. The interpreters don't record calls or keep any official records that could compromise workers' confidentiality.

The service was introduced in response to the growing portion of B.C.'s workforce that doesn't speak English as a primary language.

In the May/June issue of WorkSafe Magazine

At Grouse Mountain ski hill, young and new workers get the orientation, education, and training they need for a safe start.

To read this story and learn about other helpful workplace tools, and to find out how to subscribe, visit **WorkSafeMagazine.com**.

Did You Know?

In 2007, 1,040,000 days were lost to strains — and that doesn't even include back strains.

Has your business changed?

Sometimes, changes to your operations result in a new classification or different rate for your firm. If you have made – or plan to make – significant changes to your business, contact us to be sure your firm is appropriately classified and paying the correct rate. Also, contact us if you close your business or change your company's name, address, operating location, or type of operation.

To report these changes, call our Employer Service Centre at 604 244-6181 or toll free at 1 888 922-2768. You can also update your account information online by visiting **WorkSafeBC.com** and selecting "Update account info" under the "Insurance" heading.

Calendar of events

CSSE Professional Development Conference 2008
September 14 - 17, 2008

Quebec City
www.csse.org/content/conference/index.asp

Small Business Week
October 13 - 17, 2008

www.bdc.ca/en/about/events_publications/default.htm

International Association of Industrial Accident Boards & Commissions (IAIABC) conference
October 25 - 31, 2008

Fairmont Waterfront, Vancouver
www.bcin2008.com

Physician Education Conference
October 11, 2008

Coast Capri Hotel, Kelowna
www.worksafebc.com/news_room/conferences/default.asp

Popular contacts

- Claims Call Centre 604 231-8888, toll-free 1 888 967-5377
- Employer Service Centre 604 244-6181
  toll-free 1 888 922-2768
- Prevention Information Line 604 276-3100
  toll-free 1 888 621-7233
- Human Resources 604 276-3009, toll-free 1 888 757-5552
- Report fraud 1 877 523-3315
- Teleclaim 1 888 WORKERS (967-5377)

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This newsletter is also available electronically on the WorkSafeBC web site at http://www.worksafebc.com/publications/newsletters/news_update/

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